Appendix 5

Expectations, Performance Standards, and Metrics

For

Information Management and Communications Support (IMCS)

Expectations, Performance Standards, and Metrics

Expectations, performance standards, and metrics provided in this appendix will be incorporated into the final Government performance surveillance and award fee evaluation plans. The Government has the unilateral right to revise this document as necessary, including revisions to capture and incorporate methodologies, approaches, and levels of expected performance proposed by the successful offeror and accepted by the Government. The Government may make revisions anytime prior to the next award fee period commencing.

Performance standards data will be collected by the contractor, reported to and evaluated by the Government for trends and operational analysis, as well as Award Fee purposes

For the purpose of this document the following definitions shall be used:

Expectation – The Government's and their customers' expected response and outcome by the contractor to have work completed, to have problems resolved and to have systems available under this contract.

Performance standards - A representation of the actual performance levels that the contractor achieves and to what degree these achievements meet or exceed the Governments expectations.

Metrics – The resulting pictorial view of the actual work performance by contractor to meet the expectations and performance standards.

Service Delivery

Service delivery is the performance of work orders by the contractor to meet customer-submitted requirements and delivery timeframes.

Expectation – Service Delivery
Successfully complete all customer service requests by the Scheduled Completion Dates (SCD) that are in adherence with the timeframes established in Table 5-1 - Service Delivery Standards.

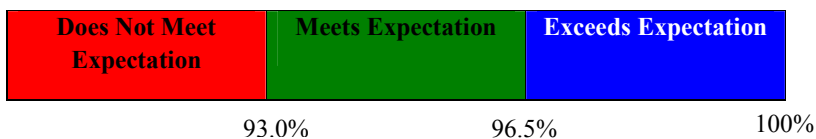| Performance Standard - Service Delivery [1] |
| --- |
| **Completed by Scheduled Completion Date**
    93.0% - 96.5% Completed by SCD – Meets Expectation

    > 96.5% Completed by SCD - Exceeds Expectation

    < 93.0% Completed by SCD - Does Not Meet Expectation

Open 20 Days Past SCD
    No more than 2.5% open for more than 20 Working days past the SCD

Open 40 Days Past SCD
    No more than 1% open for more than 40 Working days past the SCD |

[1] In all cases, level of service shall not impact safety, mission success or major program/project milestones.

Metric - Service Delivery:

Does Not Meet Expectation	Meets Expectation	Exceeds Expectation

          93.0%   96.5%   100%

Service Delivery Standards

Service Delivery Standards Expectation Levels are delineated below for services to be performed by the contractor. The expectation levels represent the time from receipt of customer request until work completion**.**

Table 5-1 Service Delivery Standards

Service Delivery Standards (** All metrics are in working days unless noted specifically in Hours or Minutes or Seconds)				
PWS	**Service Area**	**Service**	**Expectation for Services (Infrastructure Available)** <= **	**Expectation for Services (Infrastructure Not Available)** <= **
3.0	All Services	Answer Help Desk Call	< 15 Seconds	
3.1.1	Computer	Provide server space for new application	5	20
3.1.1	Computer	Perform software upgrade	5	20
3.1.1	Computer	Add account with specified permissions	4 Hours	
3.1.2	Computer	Move New Applications to Production	3	20
3.1.2	Computer	Move New Development to Production	2	
3.1.2	Computer	Priority Data Changes	1	
3.1.2	Computer	Data Changes	3	
3.1.2	Computer	Priority Minor Software Changes	CCB	
3.1.2	Computer	Priority Medium Software Changes	CCB	
3.1.2	Computer	Priority Major Software Changes	CCB	
3.1.2	Computer	Minor Software Changes	CCB	
3.1.2	Computer	Medium Software Changes	CCB	
3.1.2	Computer	Major Software Changes	CCB	
3.1.2	Computer	New Applications Development	CCB	
3.2.1	Cable Plant	Install Copper pair	2	15
3.3.1	Transmission	Install Transmission Drop/Circuit	5	15
3.4.1	Networks	Install Network Drop Less than 20		10
3.4.1	Networks	Install Network Drop More than 20		15

CCB denotes work must be completed by the CCB negotiated due date.

Table 5-1 Service Delivery Standards (cont.)

			Service Delivery Standards (** All metrics are in working days unless noted specifically in Hours or Minutes)		
PWS	**Service Area**	**Service**		**Expectation for Services (Infrastructure Available) <= ****	**Expectation for Services (Infrastructure Not Available) <= ****
3.4.1	Networks	Provide and activate IP address		1	
3.4.1	Networks	Install Wireless Access Points			20*
3.4.1	Networks	Install Temporary Wireless Access Points		2	
3.4.2	Networks	Activation of Approved Perimeter Access Control Change Request Standard Request		5	
3.4.2	Networks	Activation of Approved Perimeter Access Control Change Request Priority Request NTE 10% of total requests		2	
3.4.2	Networks	Activation of Approved Perimeter Access Control Change Request Priority Expedite Request NTE 2% of total requests		<4 Hours	
3.4.3	Networks	Install or MAC Telephone including Voicemail - Less than 20		2	10
3.4.3	Networks	Install or MAC Telephone including Voicemail - More than 20		5	30
3.4.3	Networks	Telephone MAC -no field visit required		1	
3.4.4	Networks	Issue Secure Remote Access Device		3	
3.5.1	Imaging	Install Video Monitor		5	20
3.5.1	Imaging	Install Perimeter Security Camera			20
3.5.2	Imaging	Install BCDS Drop		5	20
3.5.4	Imaging	Digital Photo Print <25 prints		1	
3.5.4	Imaging	Digital Photo Print >25 prints		3	
3.6	Graphics	Perform Photo Editing		2	
3.6	Graphics	Convert Graphic for Web Use		1	
3.6	Graphics	Produce Graphics Products		5	
3.8	Timing	Install countdown timing display		10	20

* Not including approval time for Master Planning

Table 5-1 Service Delivery Standards (cont.)

Service Delivery Standards (** All metrics are in working days unless noted specifically in Hours or Minutes)				
PWS	**Service Area**	**Service**	**Expectation for Services (Infrastructure Available) <= ****	**Expectation for Services (Infrastructure Not Available) <= ****
3.9.1	Voice	Install Voice/PAWS Speaker	10	20
3.9.3	Voice	Replace Radio in Vehicle	2	
3.9.3	Voice	Remove Radio from Vehicle	1	
3.9.3	Voice	Install Radio at Fixed Location	10	20
3.9.3	Voice	Program Radio	1	
3.9.4	Voice	Install Voice/OIS-D End Instrument	10	20
3.9.4	Voice	Provide OIS Dub	1	
3.9.4	Voice	Provide OTV dub to DVD	2	
3.9.4 3.12	Voice & Print/ Repro	Provide DVD/CD dub	2	
3.11	Publications	Provide Tech Written Document	5	
3.11	Publications	Respond to Public Inquiry- General	5	
3.12	Printing/Repro	Reproduction of Documents: <10,000 pages	2	
3.12	Printing/Repro	Reproduction of Documents: >10,000 pages (non-GPO)	5	
3.13	Engineering Data Center	Retrieve document, convert to electronic format and provide to customer	3	
3.16	Forms	Generate New Form	5	
3.17	IT Security	Initial Report of Potential IT Security Incident	<1 Hours	
3.17	IT Security	Isolate IT Security Incident	<2 Hours	
3.17	IT Security	Provide Accurate Report of IT Security Incident	1	

Problem Resolution

Problem resolution is the measured response of the contractor's performance to provide corrective action to system, sub-system and/or component malfunction or failure.

Expectation - Problem Resolution
Successfully resolve all service problems and return to service prior to the original receipt time of the service problem on the next work day.

| Performance Standard - Problem Resolution |
| --- |
| **Completed by Expected Problem Resolution Time (EPRT)**
        93.0 - 96.5% Completed within the EPRT – Meets Expectation

        > 96.5% Completed within the EPRT - Exceeds Expectation

        < 93.0% Completed within the EPRT - Does Not Meet Expectation

Open 20 Working Days Past EPRT
        No more that 2% open for more than 20 working days past EPRT. |

Metric - Problem Resolution:

Does Not Meet Expectation	Meets Expectation	Exceeds Expectation

         93.0%   96.5%   100%
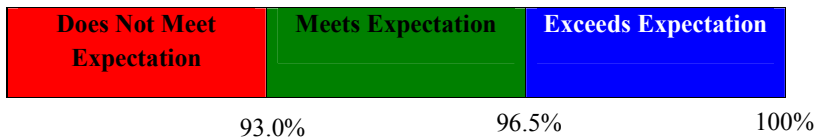
System Availability

System availability is the percent of time the system is available for use by the customer. System availability shall be reported to two or three decimal places where possible.

Expectation -System Availability
The systems are to be functional, accessible and useable 24 hours per day 7 days per week and 365 days per year.

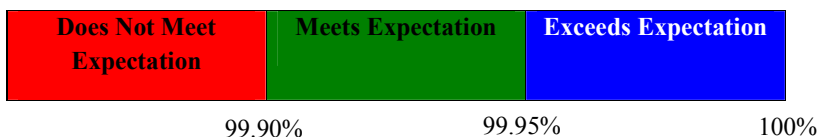| Performance Standard - System Availability |
| --- |
| **Group 1 Systems:** Data Center, Cable Plant, Transmissions, Networks and Network Security Perimeter, Imaging, Voice Communications, Engineering Data Center, Library (Online), Forms |
| 99.90 – 99.95% Availability – Meets Expectation

> 99.95% Availability - Exceeds Expectation

< 99.90% Availability - Does Not Meet Expectation |
| **Group 2 Systems:** Telephones and Timing |
| 99.999 – 99.9995% Availability – Meets Expectation

> 99.9995% Availability - Exceeds Expectation

< 99.999% Availability - Does Not Meet Expectation |

Metric - System Availability – Group 1

Does Not Meet Expectation	Meets Expectation	Exceeds Expectation

    99.90%   99.95%   100%

Metric - System Availability - Group 2

Does Not Meet Expectation	Meets Expectation	Exceeds Expectation

    99.999%   99.9995%   100%
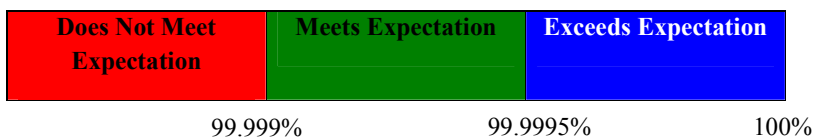
Cost Performance

This metric tracks the actual contract costs of CLIN 001 for the period and is reported to the Government for use in the Cost Control Evaluation.
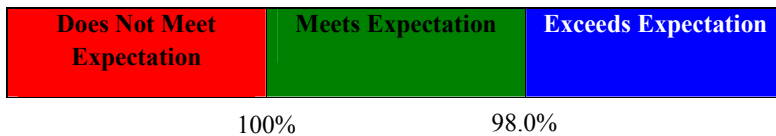
Expectation – Cost Performance
Actual costs within the contractor's control are less than or equal to the Negotiated Estimated Cost (NEC) of CLIN 001 for the period.

Performance Standard – Cost Performance

Actual Cost Is:
    98.0% - 100% of NEC – Meets Expectation
 	
    < 98.0% of NEC - Exceeds Expectation
 	
    > 100% of NEC - Does Not Meet Expectation

Metric – Cost Performance

Does Not Meet Expectation	Meets Expectation	Exceeds Expectation
	100%	98.0%

Safety and Quality Metrics

These metrics track Safety and Quality performance.

Expectation – Safety and Quality
Maintain a non-fatal injury Total Case Incident Rate (TCIR) below the latest published U.S. Department of Labor (DOL) Bureau of Statistics (BLS) established limits for NAICS Code 517100.
Maintain an injury/illness Days Away From Work, Restricted Work Activity, and Job Transfer Rate (DART) below latest published DOL BLS established limits for NAICS Code 517100.
Complete work correctly with no rework required.

| Performance Standard – Safety and Quality |
|---|
| **Total Case Incident Rate (TCIR)** |
| TCIR (2006) between 1.05 and 2.10 – Meets Expectation |
| TCIR (2006) < 1.05 – Exceeds Expectation |
| TCIR (2006) ≥ 2.10 – Does Not Meet Expectation |
| **Days Away From Work, Restricted Work Activity, and Job Transfer Rate (DART)** |
| DART (2006) between 0.65 and 1.30 – Meets Expectation |
| DART (2006) < 0.65 – Exceeds Expectation |
| DART (2006) > 1.30 – Does Not Meet Expectation |
| **First Time Quality** |
| 95.0% - 98.0% work completed without rework – Meets Expectation |
| > 98.0% work completed without rework – Exceeds Expectation |
| < 95.0% work completed without rework – Does Not Meet Expectation |

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Metric – TCIR

Does Not Meet Expectation	Meets Expectation	Exceeds Expectation

           >2.10   1.05   0

Metric – DART

Does Not Meet Expectation	Meets Expectation	Exceeds Expectation

           >1.30   0.65   0

Metric – First Time Quality

| Does Not Meet Expectation	Meets Expectation	Exceeds Expectation

           95.0%   98.0%   100%
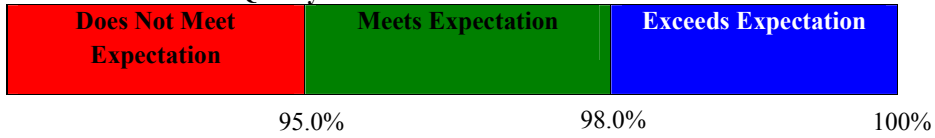
Backlog of Open Maximo Work Items

This metric tracks the backlog of open Maximo work items.

Expectation- Backlog of Open Maximo Work Items
Open Work Older than 6 Months but Less than 1 Year: Maintain all open Maximo work items reported between 6 months and one calendar year ago at a minimum level.
Open Work Older than 1 Year: Maintain all open Maximo work items reported over one calendar year ago at a minimum level.

Performance Standard - Backlog of Open Maximo Work Items
Open Work Older than 6 Months but Less than 1 Year: <= 20% Open – Meets Expectation   > 20% Open – Does Not Meet Expectation
Open Work Older than 1 Year: <= 5% Open – Meets Expectation   > 5% Open – Does Not Meet Expectation

Metric – Maximo Backlog - Open Work Older than 6 Months but Less than 1 Year:

Does Not Meet Expectation	Meets Expectation

20%   0%

Metric – Maximo Backlog - Open Work Older than 1 Year:

Does Not Meet Expectation	Meets Expectation

5%   0%
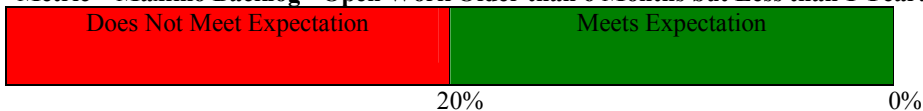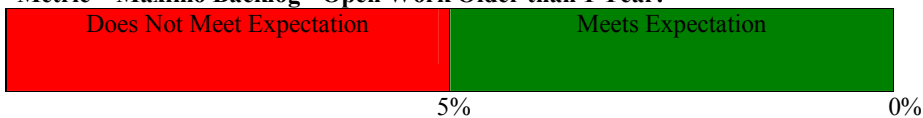
Task Order Estimating

This metric tracks the accuracy of CLIN 002 Task Order proposal cost estimation versus actual cost performance.

Expectation – Task Order Estimating
The contractor will provide accurate cost estimates in task order proposals.

Performance Standard – Task Order Estimating

Estimated Costs versus Actual Cost variances are:
        20% Underrun to 5% Overrun – Meets Expectation
 	
     > 20% Underrun or > 5% Overrun - Does Not Meet Expectation

Metric – Task Order Estimating

Does Not Meet Expectation	Meets Expectation	Does Not Meet Expectation

            20% Underrun   5% Overrun